



City of Little Rock Benefits

IMPORTANT Changes to your United Healthcare Medical Benefit Plan March 18, 2021

ATTENTION ALL UNITED HEALTHCARE MEDICAL BENEFIT PLAN MEMBERS

It was brought to our attention that starting on January 1, 2021, Members in the Base Plan were being charge a co-pay for Tier I drugs.

This charge was an error by United Healthcare (UHC). The Base Plan offered by the City of Little Rock provides Tier I drugs without a co-pay, however still subject to a deductible. UHC has started the process of correcting their systems. This process should take approximately 30 days.

If you were charged a co-pay for a Tier I drug, you will be refunded for the charge. You do not have to do anything to get the rebate, it will be sent to you automatically. Once the UHC system has been updated, it will take a couple of weeks for refunds to be issued.

Plan Members will receive a check in the mail for their refund. If you should have any questions call (888)887-4114.

LIVE HEALTHIER IN 2021